

ATTACHMENT II
SEMI-ANNUAL PROGRESS REPORT

March 1, 2003

I DEPARTMENT/AGENCY

Louisiana State University and A&M College

II PROJECT TITLE

“A Prototype Enterprise Application Hosting Service for the State of Louisiana”

III PROJECT LEADER

Dr. Edward F. Watson, Ourso Professor of Business Analysis and
SAP UCC Director
Department of Information Systems and Decision Sciences
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IV DESCRIPTION OF THE PROJECT

The Enterprise Application Hosting Service is intended to provide researchers, educators, and students across the state of Louisiana with access to critical, state-of-the-art knowledge and experience in e-business and e-government technologies. Through this service, researchers, educators and students will be able to 1) learn about existing technologies and integrated business practices (e.g., e-Business and e-Government), 2) study and experiment with new and innovative approaches to technology solutions and integrated business practices, 3) gain hands-on experience and skills on new technologies and business systems, and 4) leverage the “community” to realize new synergies to help distinguish Louisiana in e-business and e-government education. These goals have been realized, and will continue to be realized, through the SAP UCC Program established between SAP AG and LSU’s E.J. Ourso College of Business Administration.

V PROJECT STATUS

A. Brief Summary

The information architecture required to support the Enterprise Application Hosting Service represents a technology innovation that is

unique and distinguishable from other hosting centers based on the emerging enterprise applications that it serves. SAP, the first corporate sponsor of this initiative, has donated over \$5,000,000 in software. Hardware capable of supporting software of this type to be donated by SAP has been, ordered, and installed. Associated software installations are on-going.

B. Accomplishments

A Prototype Enterprise Application Hosting Service for the State of Louisiana has been realized through the implementation of the SAP UCC program in the Ourso College of Business Administration. This program leverages the ongoing relationship established between the Ourso College and SAP America that was first initiated in April, 1997. The SAP UCC program in the Ourso College has leveraged the LTIF funding, with the support of the LSU Office of Computing Services, to make application hosting enterprise servers available for academics. The SAP UCC initiative, through their University Alliance program has provided a unique opportunity for academics to leverage their advanced business solutions to support education and research initiatives.

Systems

The IBM enterprise servers obtained from LTIF funding, as well as Dell and Compaq enterprise servers obtained from Ourso College sources have been installed as planned. These efforts have been supported by the Office of Computing Services at LSU. Efforts are on-going by the Ourso College to ensure that enterprise systems are installed, configured and tested adequately so that a stable environment can be ensured. Various platforms are being experimented with including Intel/NT/Oracle, Intel/Linux/Oracle, and IBM/AIX/db2. Administrators in the LSU-Ourso College are responsible for running these systems, working closely with hosted University clients, with SAP AG and SAP America, and with the UCC Global Network, to ensure that continued operations and long-term strategy are successful.

Current Academic Hosting

Hosting services are now available for a group of SAP University Alliance members including: LSU-Ourso College, University of Florida College of Business, Pennsylvania College of Technology, and Youngstown State University. These relationships are fostered and closely monitored through the efforts of the UCC Director and systems administrator in the Ourso College. The Ourso College faculty and programs have been in large part the role model for many of the new Universities joining the program.

Academic Hosting Prospects

SAP program agreements are now in process for other schools who may host from LSU-Ourso including Georgia Institute of Technology, Villanova University, Southern University, Louisiana Tech University, Tulane University, University of New Orleans, Florida International University, and others. The UCC Director and systems administrator in the Ourso College work very closely with SAP America to ensure that the integrity of the program and University relationships are maintained and sustained.

Grants

Opportunities to leverage the SAP UCC for funds to leverage research and academic programs are ongoing. In collaboration with University of New Orleans, Tulane University, and LSU-Shreveport, the Ourso College is involved in an NSF EPSCOR grant proposal titled “Louisiana Grid for Collaborative Visualization” for \$9,000,000 to support collaborative research work that will be supported by the SAP UCC in the Ourso College. Other such opportunities are currently in the planning stages and include Louisiana Tech University and Southern University.

Research

Two Ourso College PhD research projects are currently underway in the areas of “Enterprise Application Integration” and “Application Service Providers and Web Services”. One of these students, Mr. Les Singletary, has recently accepted a tenure track faculty position at Louisiana Tech. Les has focused his research efforts on the ever complex issue of measuring application integration in an organization. Most organizations spend large sums of money towards this never-ending quest for Integration, yet no one can agree as to how Integration should be measured. The work of Les Singletary should take us one step closer to the answer.

The other PhD candidate expects to graduate in 2004. This research ties directly into the research and education program that is leveraged by the SAP UCC program. Chrisy Yao has focused her research efforts on the application service provider decision model. This is essentially the same model assumed by the SAP UCC in the Ourso College. This research is leveraging the experiences of faculty and students involved in the SAP UCC to better understand the complex decision processes involved in the ASP outsourcing decision.

Below is a partial list of publications that reflect the work being conducted through our ongoing efforts in the Ourso College to foster the Enterprise Systems and Applications research and education environment, and the SAP UCC that leverages the LTIF funds, and many other Ourso College resources, through the SAP UCC program.

The publications from faculty who are exposed to the SAP UCC operations, from both a systems administrative, developer, and advanced user perspective, benefit from our UCC academic hosting experience. Such articles include the following partial list of recently published, or recently accepted for publication, articles:

- Noguera and **Watson, E. F.** (2003) "Reengineering Business/IS Education with ERP Systems: An Empirical Evaluation of its Effectiveness", to appear in *Logistics Information Management Journal*.
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Communications of the Association for Information Systems, Volume 1 Article 9,
February.

LSU academics in the Ourso College are now engaged on numerous research projects in the area of Enterprise Information Systems and Enterprise Computing that promise to highlight the great research and education achievements ongoing at LSU

Education

LSU Ourso College continues to play a pioneering role in the development of curriculum that is supported by the SAP advanced business solutions, including: enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), strategic enterprise management (SEM), and enterprise portals. These efforts were initiated in 1997. The program that has been fostered in the Ourso College since that time has received recognition and accolades from around the world.

Global UCC Network

The LSU-Ourso College has established a global UCC network with Universities around the world, including:

- University of Missouri, College of Business
- University of Wisconsin, Milwaukee, College of Business
- California State University, Chico
- University of Passau (Germany)
- University of Magdeburg (Germany)
- Queensland University of Technology (Australia)
- HES Amsterdam School of Business (Netherlands)
- Aoyama Gakuin University, School of Business Administration (Japan)

Collectively, these Universities work collaboratively with the Ourso College and SAP to further advance our knowledge of enterprise computing. This network will be leveraged in many ways to facilitate research and education initiatives and to further help to bring international exposure to the academic achievements of scholars in Louisiana's Universities.

National Workshops

During January 6, 2003, the Ourso College and SAP America, sponsored a faculty workshop and drew over 50 University faculty representing over 20 Universities from United States and Canada. There are plans to sponsor

2-3 of these events each year. This brings a sizable number of visitors to our city and further exposes leading academics from around the world to the academic excellence in the State of Louisiana.

Summary

Efforts made by the LSU-Ourso College of Business Administration through the SAP UCC initiative, and leveraging the LTIF funding, have continued to bring international exposure to LSU for the research and education initiatives ongoing in the Ourso College. This initiative will support a network of academics at Universities across the State, and across the country.

Through their research and ongoing educational programs, LSU-Ourso College of Business Administration could leverage their expertise to aid the many challenges of implementing integrated systems and packaged software, and advanced business solutions, in government and higher education for the State. These opportunities will be further investigated.

C. Problems Encountered/Action Taken or Planned

The memo of understanding between the Division of Administration, Louisiana Technology Innovation Fund and Louisiana State University and A&M College was executed on March 15, 2002 pushing the schedule forward by one quarter.

Furthermore, the SAP UCC Hosting Agreement between SAP America and LSU was not executed until October 1, 2002. This has caused further delays but we believe we can recover in order to achieve project target completion date of September 1, 2003 (for hardware installations and software installations of initial platforms).

The real challenge and accomplishments will come as we realize the many benefits of having this software suite from SAP for research and education purposes as outlined in Section IV above. The relationship with SAP that is outlined in a lengthy legal agreement is one that must be carefully managed in order to leverage successful. This relationship is managed by the Director of the UCC and LTIF Principal Investigator, Ed Watson.

D. Major Milestones (Original vs. Current Estimate)

Infrastructure hardware was ordered and installed as planned. Software installations are ongoing.

VI COST VERSUS BUDGET

Budgeted

Actual

Surplus

A. Equipment	\$ 276,000.00	391,428.02
B. Software	\$155,000.00	40,289.50
C. Telecommunications		
D. Professional/Contract Services		
E. Other Costs		
Total Project Cost	\$431,900.00	\$431,717.52

VII ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

[Include description, unit cost, quantity, and total costs for incurred expenses such as equipment, software, and telecommunications. Include contract title, name of contractor, OCR or P.O. Number, and amount for Professional Services and/or other Contract Services.]

Vendor	PO #	Description	Amount
Time Trend	R127804	Computer Hardware	385,062.94
IBM	R127772	Software License	40,289.50
Time Trend	R129184	Additional Memory	6,365.08

			\$431,717.52

ATTACHMENT V

TECHNOLOGY INNOVATIONS FUND

BASELINE – PROJECT STATUS SUMMARY

March 1, 2003

TO: Mr. Chad C. McGee, Chairman
Chief Information Officer
Division of Administration

FROM: Dr. Ed Watson, Principal Investigator LTIF Project 01-003
Dept. of Information Systems and Decision Sciences
E.J. Ourso College of Business Administration
(225) 578-2502 *voice*
(225) 578-2511 *fax*
ewatson@lsu.edu *email*

Baseline Status Summary Projected											
Mar 2002	Jun 2002	Sep 2002	Dec 2002	Mar 2003	Jun 2003	Sep 2003	Dec 2003				
10	25	50	75	87.5	100						

Baseline Status Summary Actual											
Mar 2002	Jun 2002	Sep 2002	Dec 2002	Mar 2003	Jun 2003	Sep 2003	Dec 2003				
10	25	50	75	85.0	(95)	(100)					

ATTACHMENT VI
TECHNOLOGY INNOVATIONS FUND
QUARTERLY PROJECT STATUS SUMMARY

March 1, 2003

Department/Agency: Louisiana State University and A&M College

Name of Project: A Prototype Enterprise Application Hosting Service for the State of Louisiana

LTIF Log No.: LSU Proposal # 13902

Project Coordinator: Dr. Edward F. Watson, Ourso Professor of Business Analysis and SAP UCC Program Director

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integrated systems and packaged software, and advanced business solutions, in government and higher education for the State. These opportunities will be further investigated.

Date: March 1, 2003

Percent Complete: 85%

Explanation¹: First, the memo of understanding between the Division of Administration, Louisiana Technology Innovation Fund, and Louisiana State University and A&M College was executed on March 15, 2002. As such, this is the first quarterly progress report. Infrastructure hardware was ordered and installed as planned.

Second, the SAP UCC Hosting agreement between SAP America and LSU was not signed until October 1, 2002 and this has delayed the project completion a little. We anticipate 100% completion by no later than September 1, 2003.

¹ Note: An explanation should be provided if the project's "percent complete" is behind the baseline.

"percent complete" established with the MOU.